

2-01345A-08-0172



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 80896

**Date:** 8/6/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Kenneth**

**Lomando**

**Account Name:**      Kenneth Lomando

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Peoria

**CBR:**

**State:**      AZ      **Zip:** 85383

**is:**

**Utility Company:**      **Arizona Public Service Company**

**Division:**      Electric

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

8/6/09 Per Mr. Lomando, he wanted to voice his opinion about APS rates and charges. Companies should not be allow to charge fess and surcharges on bills, that is part of doing business. His usage is half of what his bill is. He doesn't believe APS should be able to breakdown the bill just to charge these other 15 fees/surcharges. He should not have to pay for everything listed on the bill as this what company do and need to have customers. If APS needs him to be a customer because of the area his in lock in then they should eat the cost of the equipment, reading the meter and sending him a bill. ACC please deny APS another rate increase. That is just his opinion.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/6/09 I provided the following information to Mr. Lomando

RE: ARIZONA PUBLIC SERVICE

Mr. Lomando, your comments regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

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Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed:** 8/6/2009

**Opinion No.** 2009 - 80896

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